



FINAL

COMMUNITY INVOLVEMENT PLAN
ELLSWORTH INDUSTRIAL PARK
DOWNERS GROVE, ILLINOIS
DECEMBER 2004

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1 OVERVIEW OF THE COMMUNITY INVOLVEMENT PLAN

The U.S. Environmental Protection Agency developed this *Community Involvement Plan* in preparation for community involvement activities to be conducted prior to and during the cleanup activities the Ellsworth Industrial Park site in Downers Grove, Illinois. The purpose of this document is to provide information about community concerns and present a plan that will enhance communication between local residents and EPA as the investigation and cleanup at the site progresses. (Words appearing in **bold** are defined in Appendix A.)

The objective of community involvement is to involve the public in activities and decisions related to the cleanup of sites. The community involvement program promotes two-way communication between members of the public and EPA. EPA has learned that its decision-making ability is enhanced by actively soliciting comments and information from the public. Public input can be useful in two ways:

- Communities are able to provide valuable information on local history, citizen involvement and site conditions.
- By expressing its concerns, the community is able to assist EPA in developing a response that more effectively addresses the community's needs.

The information in this plan is based primarily on interviews with local officials and residents conducted during a community assessment, performed by EPA on July 9, 10 and 11, 2003.

This Community Involvement Plan consists of the following sections:

- A description and brief history of the site.
- A profile of the community around the site.
- A discussion of issues and concerns raised during the community interviews.
- A discussion of community involvement objectives for the site and activities designed to implement them.

This Community Involvement Plan contains the following appendices:

- A glossary of acronyms and technical terms.
- A list of locations for public meetings and information repository

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- A list of contacts and interested groups
- A list of the community interview questions.

EPA Region 5 has the lead responsibility for managing the cleanup activities, and will oversee technical and community involvement work at the site.

2 SITE BACKGROUND

2.1 SITE DESCRIPTION

The Ellsworth Industrial Park site is located in Downers Grove, DuPage County, Illinois. The industrial park is bordered on the north by Burlington Avenue, on the east by Belmont Road, on the south by Maple Avenue and Wisconsin Street, and on the west by I-355. The Ellsworth Industrial Park site, including the potentially effected residential private wells, is bordered approximately on the north by Burlington Avenue, on the east by Dunham Road, on the south by 63rd Street and on the west by I-355 (Figure 2-1). The park consists of light industry and commercial businesses and residential areas. Ellsworth Industrial Park is one of two industrial parks located in Downers Grove. The park was built in the late 1950s and encompasses approximately 2.7 million square feet of industrial-use property. Over 100 businesses operate in the park. The industrial park and some of the residences are located within the city limits of Downers Grove. Most of the residences are located in unincorporated Lisle Township, DuPage County.

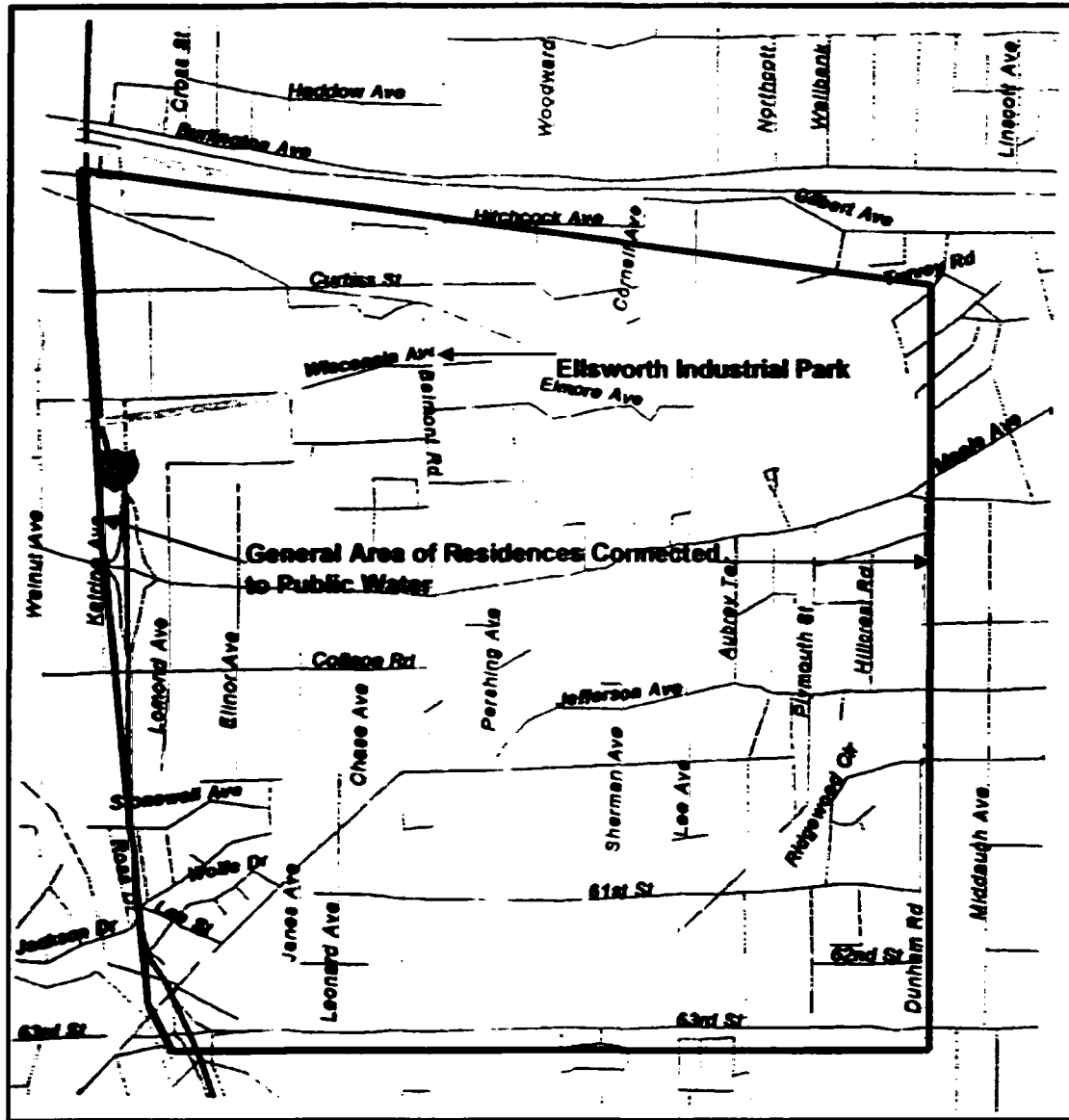
2.2 SITE HISTORY

In the spring of 2001, Illinois EPA was investigating the ground water at the Lockformer site in the Village of Lisle, Ill., located west of the Ellsworth Industrial Park. As part of the Lockformer contamination investigation, Illinois EPA collected samples from private wells of residences from the east side of I-355. Results of samples from these private wells showed contamination of **solvents**. Illinois EPA then initiated a separate investigation from the Lockformer site in the Downers Grove area.

Illinois EPA sampled approximately 160 private wells in July 2001. The results of this round of sampling showed contamination of solvents: **tetrachloroethylene (PCE)** and **trichloroethylene (TCE)** and other related **volatile organic chemicals**. Some wells had PCE or TCE contamination above the federal drinking water standards.

In September 2001, Illinois EPA collected an additional 169 well samples in unincorporated Downers Grove, primarily south of Maple Avenue and east of Belmont Road. Results of these samples showed levels of contamination above federal drinking water standards. To better define the extent of contamination more samples were collected in October and November 2001 and January 2002. At this time EPA became involved in

Figure 2-1
Site Location Map



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the ground-water investigation. EPA and Illinois EPA collected soil and ground-water samples from locations in the Ellsworth Industrial Park.

In October 2002, EPA, in coordination with the State of Illinois, sent Special Notice Letters to 19 businesses at the Ellsworth Industrial Park requesting that they enter into negotiations to investigate and address the park's soil and area ground-water contamination.

In November 2002, the Illinois Department of Public Health, in cooperation with the Agency for Toxic Substance and Disease Registry issued a public health assessment for the ground-water investigation. The assessment concluded that exposure to the contaminated ground water is a public health hazard. The assessment recommended that residents with contaminated wells above the federal drinking water standards should seek a remedy to reduce or prevent future exposure, government agencies should identify the source of the ground-water contamination, and community information meetings should be held to provide health information to area residents.

In April 2003, the EPA/State of Illinois negotiations with industrial park businesses produced a draft settlement agreement in which a group of park businesses agreed to provide funding to connect the residences on ground-water wells in the affected area to public water.

Connections of private wells in approximately 800 homes to Lake Michigan water through service provided by the Village of Downers Grove began in the fall of 2003.

In November 2003, EPA approved its contractor's work plan for additional sampling at 28 locations in and around the industrial park that had not been sampled previously.

Field work began December 1, 2003, and will be completed in 2004.

3 COMMUNITY BACKGROUND

3.1 COMMUNITY PROFILE

Most of the residents affected by the ground-water contamination live in Lisle Township near the Village of Downers Grove in DuPage County. Lisle Township is located approximately 25 miles west of Chicago. The population of Lisle Township is 117,604. This plan uses the zip code (60516) of the residences as the geographical marker (rather than city, township or county) to characterize the community. According to the 2000 census, the following figures provide a statistical overview of zip code 60516:

- Population: 30,593
- Median age is 38.1
- Education attainment
 - High school graduates or higher, 94.4 percent
 - Bachelor's degree or higher, 44.0 percent
- Race:
 - White, 86.7 percent (26,535)
 - Hispanic or Latino (of any race), 4.3 percent (1,320)
 - Black or African American, 2.4 percent (760)
 - Asian, 8.1 percent (2,484)
- Median household income is \$73,687

Lisle Township offers a few services to area residents: food pantry and youth and family counseling. The annual town meeting is the second Tuesday in April, and the Board of Trustees meets the second Wednesday of each month.

The Village of Downers Grove, founded in 1832 by Pierce Downer, maintains a population of 52,000, and is about 13 square miles in area. Downers Grove provides area residents with shopping and the public school system. Some municipal services are offered to Lisle Township residents at a charge. For example, Lisle Township residents pay a membership fee for full services at the local library.

DuPage County maintains a population of 904,161 and offers an assortment of attractions, museums, performing arts entertainment, historic venues and tours. For example, DuPage County is home to the Frank Lloyd Wright Preservation Trust, Kline Creek Farm, Drury Lane Theatre, Argonne National Laboratory, Children's Museum, Ernest Hemingway Museum and Birthplace, and Billy Graham Center Museum.

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3.2 CHRONOLOGY OF COMMUNITY INVOLVEMENT

In August 2001 Illinois EPA prepared and generally distributed a fact sheet informing area residents of contaminated wells in the neighborhoods near the Ellsworth Industrial Park. The fact sheet provided information about the contaminants and actions the residents could take to reduce the amount of exposure to TCE and PCE.

Following another round of sampling in the fall of 2001, Illinois EPA contacted certain area residents and told them to use an alternate source of water for cooking and bathing because their wells were contaminated in amounts above state and federal standards. Illinois EPA also informed the residents to run the fan or have a window open when bathing. At the same time the Illinois Department of Public Health informed other residents regarding test results of samples from the residential wells.

Illinois EPA issued another fact sheet in October 2001 that provided an update on the sampling effort and how residents could obtain additional information. On October 11, 2001, Illinois EPA, DuPage County, Agency for Toxic Substances and Diseases Registry, Water Quality Association of Lisle, Illinois Department of Public Health, and Village of Downers Grove held a public meeting to provide residents with information about the contamination and sampling effort. In December 2001, Illinois EPA released two fact sheets with information about the areas sampled and the contamination.

In December 2001, Governor George Ryan requested an ad hoc task force to be formed under the direction of Illinois EPA to address the groundwater contamination issues in DuPage County. This task force consisted of Illinois EPA, EPA, States Attorney's Office, Illinois Department of Public Health, DuPage County representatives and representatives from the municipalities involved.

EPA and Illinois EPA worked together to assist area residents in organizing an advisory group to interact with the governor's task force regarding the contamination apparently caused by businesses located in Ellsworth Industrial Park. After a large well-attended public meeting at Downers Grove North High School on February 12, 2002, a Citizens Advisory Group was formed and now consists of hundreds of individuals representing more than 300 households. The group sponsors monthly meetings at the VFW Post 503, 5101 Belmont Road, Downers Grove, Ill.

In early 2003, Illinois Department of Public Health released its public health assessment on the site. The department's assessment recommended the following actions:

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- Residents with contamination levels greater than state and federal standards should seek a remedy to reduce or prevent future exposure to the ground water.
- Illinois EPA and EPA should conduct sampling to determine the source of the ground-water contamination. (The report recognized that an investigation was being conducted.)
- Public meetings should be held to provide health information to area residents. (The report referred to public meetings in October 2001 and September 2002 in which state and county public health department representatives participated and stated the department will take part in future public meetings as needed.)

In April 2003, Illinois EPA distributed another fact sheet that summarized a draft settlement agreement with the group of industrial park businesses and general municipal water installation information. Per the fact sheet Illinois EPA and EPA requested public input to the draft settlement agreement. Illinois EPA and EPA sponsored a public meeting on May 12, 2003, to solicit comments on the draft settlement agreement and accepted written comments from the public until May 16, 2003.

3.3 KEY COMMUNITY ISSUES

On July 9, 10 and 11, 2003, representatives of EPA met one-on-one with 35 Lisle Township area residents and Downers Grove officials to discuss community concerns regarding the on-going environmental activities of the Ellsworth Industrial Park. For three weeks (from July 15 to 31, 2003) representatives of EPA also conducted telephone interviews with 29 concerned residents who preferred a phone interview or were not available during the on-site community interviews. The following is a summary of the major areas of concern raised during those 64 interviews.

3.3.1 Roles and Responsibilities of Government Agencies (Lisle Township, Downers Grove, DuPage County, Illinois EPA, and EPA)

Most of the comments provided during the community interview process were about the confusion, disappointment, and/or resentment of the government agencies that were or are involved in the Ellsworth Industrial Park site. One resident was disappointed at a public meeting because questions were not answered but deferred to another entity that was not represented at the meeting. Another resident did not know who to believe and was concerned whether information being distributed was factual. Residents wanted to know which agency was taking the lead for the project.

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Several residents were troubled that government agencies knew of the ground-water contamination years ago and there was no communication to the residents from the township, village, county or state. Some believe the situation was mishandled from the very beginning because residents were not informed of the contamination when it was originally detected. One resident has "lost all faith in government" and would have appreciated information at the beginning when the contamination was first discovered.

Some residents looked to government agencies to take appropriate actions. One resident said the government agencies took a human health issue and turned it into a political issue. The resident said government agencies were looking for blame rather than finding solutions to the problem. Another resident said it was irresponsible of government not informing residents of contamination. That resident felt betrayed when having their private well tested but not for chemicals, and government officials knew of the contaminated ground water.

The following provides an overview of the comments that interviewees provided regarding specific government agencies.

3.3.1.1 Lisle Township

One resident understood that Lisle Township representatives said they did not know anything about contamination in the ground water. The resident added that township officials came up with a "lost paperwork story."

3.3.1.2 Village of Downers Grove

Most of the residents interviewed were unhappy with the Village of Downers Grove. Generally, the residents voiced disappointment that approximately 10 years ago the Village of Downers Grove did not inform unincorporated residents of a contaminated municipal well and the possibility that residential wells could also be contaminated. One resident said the problem was a public safety issue and there is moral obligation of public officials to take action and inform residents of the contamination. Another resident said Downers Grove should be considered part of the group of park businesses responsible for the contamination. And another resident said they could not understand why Downers Grove is "getting out Scott-free."

Annexation is another issue the residents in the unincorporated area have with the Village of Downers Grove. One resident said in the mid-1980s when Downers Grove was installing water mains the city tried to annex section(s) of the unincorporated area. The resident added that a

homeowners association was formed to fight annexation and was successful in achieving a 20-year hold from annexation. The resident continued that the hold will soon expire. However, the resident believes annexation will not happen because it will be too expensive because of costs of road maintenance and other services. On the other hand, another resident believes annexation will occur in 2008 or 2009. Another resident said Downers Grove will raise the water rates of unincorporated residences to make residents annex.

Another issue residents have with the Village of Downers Grove is the \$2,000 hook up fee the village is assessing each homeowner. One resident said Downers Grove made a conscious decision to withhold the information of contamination from the unincorporated residents because the village really wants to annex the residences, and "now Downers Grove has the audacity to assess a \$2,000 fee" on the residents. Numerous residents said Downers Grove should help residents by waiving the \$2,000 fee. One resident said that the assessment of the fee has taught the resident not to trust Downers Grove. Several residents believed that Downers Grove costs will be covered by the settlement reached with the group of park businesses and are leaving the homeowners to pay for their hook ups and solve a problem that is not the residents' fault.

A resident said that the Downers Grove \$2,000 connection charge is one of the lowest in the area. The resident added that village staff time taken on this water project cost money that is not "recouped." The resident provided the example that Downers Grove staff time was over \$71,000 for the North Belmont Park neighborhood alone. Village staff included project engineers, computer design technician, public works engineer, and director of public works. The resident said that Downers Grove made a lot of concessions to get the residents hooked up.

3.3.1.3 DuPage County

Several residents voiced concern that DuPage County knew about the contaminated municipal well since the beginning. Residents were also unhappy that DuPage County tested only for hardness of water and not contamination.

Residents were confused as to why the county was not contributing funds to the municipal water installation program. One resident said township residents have been paying to the DuPage County Water Commission for water they were not receiving. The resident added that the county has \$190 million and that money could be used for the township residents' \$2,000 fee. Other residents also agreed that DuPage County should be contributing money to the residents for the installation program.

3.3.1.4 Illinois EPA

One resident, who had worked at the Ellsworth Industrial Park, knew that Illinois EPA conducted inspections of businesses in the 1960s through the early '80s. The resident asked why Illinois EPA didn't inspect and note violations in the last 15 years.

Residents were confused with the information initially provided by Illinois EPA. One resident said the original information got so many people scared – don't water lawns, don't fill swimming pools, and don't take a hot shower – people were so scared that they hooked up to municipal water on their own. Another resident agreed and said "it put the fear of God in you." That same resident, after talking to an Illinois EPA representative, went to Downers Grove, signed papers, had water hooked up in two weeks. The resident did not want their children drinking contaminated water. On the other hand, a resident complimented an Illinois EPA representative and said the staff member was "awesome about informing residents, raising awareness of the situation, and being persistent to get information to residents."

Several residents said Illinois EPA was the first government agency to provide information about the contaminated ground water. They said both Illinois EPA and [U.S.] EPA were good about responding to their questions. Others agreed that residents were not ignored by Illinois EPA and [U.S.] EPA – they answered questions; however, residents were confused because didn't know the difference between the two agencies.

3.3.1.5 United States EPA

Several residents were concerned that EPA did not provide bottled water to area residents affected by the Ellsworth Industrial Park-related ground-water contamination like the Agency did for the Lockformer site area residents. (Bottled water was actually provided by Lockformer under a settlement with Illinois EPA.) One resident said the family cooks with and drinks only bottled water at the resident's expense. Another resident said residents were insulted when told the small amount of contamination over 5 parts per million was not enough for an EPA emergency response to provide bottled water. That person added that residents drank contaminated water for two years and then the government forbids them to water lawns with well water.

Many of the residents were concerned that EPA did not or could not include the homeowner's \$2,000 fee to be hooked up to municipal water or reimburse the residents who had already converted to public water. One resident asked if EPA adds to the group of park businesses, will that

benefit residents' \$2,000 recapture fee. Residents who hooked up early were put out with EPA having no authority to force reimbursement from the group of park businesses. A resident said 88 residents had hooked up to municipal water on their own between February 2002 and July 2003. Another resident felt that there was collusion between EPA and the group of park businesses. The resident said when EPA negotiated with the businesses, the residents were left out. The resident added that it is not fair that some have to pay \$2,000 when others paid \$6,000 to hook up to municipal water on their own. The resident said the state and county are suing for reimbursement of their costs but pre-hook up homes were excluded from the law suit and that is not fair. Another resident said that EPA's "big stick" wasn't big enough to have the group of park businesses pay the entire cost. That resident added that EPA was looking for a "win, close the deal, and be done with it." A resident said EPA bent over backwards to accommodate the group of park businesses at the expense of the residents and that the negotiations protected the businesses.

Residents were also concerned about future interactions EPA would have with the group of park businesses. One resident asked when will EPA stop pursuing the additional businesses and how will all that be coordinated. The same resident asked if the public will ever know any results of EPA efforts going after additional businesses. Another resident asked if EPA really has "the hammer" to enforce the group of park businesses to pay for the cleanup of the contaminated ground water. A resident asked if EPA is inspecting Ellsworth Industrial Park to make sure the companies are not continuing to pollute the ground water and soil. Another question asked was will EPA use Superfund monies as a loan for the group of park businesses to pay back remediation costs. Residents wanted to know if EPA's work would finish when the municipal water installation project was completed. Some asked how EPA will keep the residents informed.

3.3.2 Installation of Public Water Supply

Most of the residents interviewed wanted to keep their well for irrigating lawns and gardens, hosing driveways, washing cars, and filling swimming pools. It was their understanding that the contaminants evaporate when it is released to the air; therefore, residents believe the previously mentioned uses for well water should be allowed.

Several residents were concerned with connecting new copper piping to old plastic plumbing systems. Residents were concerned that the connection point between copper and plastic pipes will fail. Others were concerned that the current piping within the home could not handle the

water pressure for a long period of time. Residents were concerned they would have to re-plumb their entire home to current requirements. Some residents were concerned that contractors followed Illinois plumbing code. A few residents were concerned whether their pumps would fail before their residence would be connected to municipal water.

A couple of residents noted their concern about being forced to connect to municipal water. These residents have invested in household filtration systems and see no need to connect to municipal water. One resident said there is no way one can be forced to connect to public water because the contamination is separated out through the filtration system. Another resident preferred to stay with their filtration system rather than connect to municipal water. If forced to connect, the resident believed they should be reimbursed for the \$5,000 cost of the filtration system.

A few residents believe approximately \$4 million dollars will not be enough money to connect all of the homes in the contamination zone to municipal water. They want to know what will happen when the money runs out before the last of the residences are hooked up to municipal water.

Some of the residents were concerned with disruptions to their property during the installation program. Residents think the installation process will likely disrupt their landscaping, trees, bushes and flower gardens. They do not want the work crews coming onto their property "like gang busters." Residents hoped that the contractor would have a plan and discuss it with each homeowner. Another resident ask if finished basements could be damaged during installation and the plan for restoring any damage done to the home/room. One asked how the septic fields will be handled during the installation. Some lots have the septic field in the front of the property with the house set back from the street.

Residents were also uneasy regarding the integrity of the work and product. Residents said they want qualified people to do the connections and installations and that "it had to be done right the first time." Residents did not want the low-bid-contractor to automatically win the job. Residents were concerned they would end up paying for repair work or to have the connection/installation redone correctly. Residents were concerned about water pressure on older pipes, weak connections between newly installed copper pipes with old existing plastic pipes, connections to well heads, and having to bring residential systems up to current code requirements.

Residents asked about the details of the installation program. The following questions provide an overview of the information residents wanted to know.

- When and where will the installation work start?
- What company will do the work?
- Will contractors take pressure tanks and pumps?
- What can residents do with recently purchased pumps shortly before learning of contamination?
- Will residents still need to use a water softener?
- Is it mandatory to seal the well?
- What is the process of capping the well? Who has to pay for that? How much will it cost?
- Do homeowners have to have their well sealed if the ground water is not contaminated?
- What if terrorists attack the Lake Michigan water supply – we need a back up water supply.

On the other hand, a few residents looked forward to being connected to municipal water. A couple of residents said they see connection to municipal water supply as a home improvement. One resident said when the electricity goes out the home will still will have water service. Another resident declared appreciation of public water because well water has too much iron and the resident was looking forward to having “white clothes.”

3.3.3 Health

Residents realized that their health issues will continue and may appear after installation of municipal water. They asked about health effects of exposure to TCE and PCE. They asked about health effects after 20 years of exposure. One resident asked if there was a statute of limitations on health issues. A resident said the family was going through a lot of bottled water and the well water smells like chemicals. Another resident was stressed when told not to take a shower. On the same issue, another resident asked how bad the water for taking showers was. A work supervisor asked about liability of being exposed to contaminants. The supervisor said insurance rates may increase. Employees who lived in the contamination zone were not the problem, but employees who lived outside the area posed some problems. Of the 41 employees, some refused to come to work. Employees drank bottled water. The supervisor wanted information to protect employees and company funds.

Several residents wondered about the quality of health of children exposed to this contamination. They were concerned for health of children and grandchildren. A resident found it hard to believe that the contaminant's

maximum contaminant level is 5 parts per billion and EPA's emergency response is 300 parts per billion. The resident said all the illnesses may have been caused by the industrial park but residents don't know and never will. However, the resident is pleased about the ordinance to have everyone hook up to municipal water – "it is a health issue and it will make the whole community safe." A few residents stated that a health study of the 800 homes/residents is needed.

Many residents noted numerous cancer victims and other diseases. Many residents had cancer, survived cancer, knew persons in the contamination zone who had cancer, and knew persons in the zone who died of cancer. Residents needed to know if there was any reason to think the contamination caused cancer, asthma, Kawasaki disease, immune deficiency, Parkinson, miscarriages, and birth defects and/or learning disabilities.

3.3.4 The Group of Industrial Park Businesses

Residents' reactions to the group of industrial park businesses assuming responsibility for the installation of municipal water varied from anger to tolerance. One resident said the group of businesses turned a natural resource to garbage by destroying a creek. The resident continued with that a person made a decision to dump the chemicals for benefit of the company. The same resident added that it was criminal that the contamination was done at businesses convenience and profit and that has negatively affected the neighborhood. Another resident said the companies made the money over the years/saved the money through dumping chemicals and now it is time to pay. A different resident said the companies that polluted the ground water should be shut down. One resident said if the group of businesses feels the \$2,000 fee wasn't right for them to pay, and then asked why it was OK for residents to pay. The same resident said the \$2,000 was an arbitrary figure with no explanation for it and that the residents were the victims. Another resident said they could not imagine the installation costs weren't totally covered by the group of businesses and that the \$2,000 fee is unfair to residents. A different resident said ultimately, someone's mistake will cost my family money. And another resident asked if companies in the industrial park were still contaminating the ground water.

A few residents were more sympathetic with the group of businesses. One resident said the companies didn't mean to contaminate the ground water. Another resident had talked to a few company owners and they were concerned about being able to stay in business. A third resident stated they feel sorry for the businesses in the Ellsworth Industrial Park. The resident continued that sure they contaminated the ground water but the

resident wanted to businesses to stay in the industrial park and be profitable.

Representatives of one of the companies that were listed among the group of businesses asked to participate in EPA's community interviews process to state their concerns. The company representatives believed that the EPA contractor's report is inaccurate in assessing the business' building. For example, the representatives said when looking at the facility's ceiling the contractor noted condition that caused contamination, but it was not, it is soot from business's processes. They added that the contractor didn't do something right with their augers during testing.

The representatives were concerned that EPA released company names to the press without advance notice or a copy of the report. The representatives did not have the report to respond to questions from the press and felt "set up" because the representatives and company had cooperated with EPA's investigation. They believe that EPA leaked information saying EPA and the companies had reached an agreement and that wasn't true at that time. The representatives believe EPA did not do a complete job of investigating the contamination.

Representatives said their company may pull out of the group because of insurance purposes. The representatives said theirs is a small business and this has put a stain on the company's family name. They said the company has been in business for 100 years and "treat their employees like family." The representatives said their business may have to close. The representatives asked why there wasn't a committee formed with each entity participating to discuss the issues and solutions. They also asked why the group of businesses can't meet with the residents. The company representatives said "nobody is listening or paying attention and it is a feeding frenzy."

3.3.5 Questions about the Contamination

Residents were concerned about the characteristics of the contaminants, TCE and PCE, and extent of the contamination and asked the following questions:

- Why didn't the contamination evaporate from the companies' properties?
- Could the vapors enter and become trapped in a stone crawl space in homes?
- Are vapors seeping from the well pressure tanks?
- Is TCE outlawed? Are businesses now aware of proper handling?

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- Is the plume of contamination moving north?
- Based on the size of the plume and the hits on the various private wells how much contamination was dumped?

3.3.6 Quality and Quantity of Lake Michigan Water

Residents were concerned about the quality of Lake Michigan water. One resident understood that a few years ago pregnant women were advised not to drink Chicago water. Another resident asked about the levels of chlorine added to and other chemicals detected in Lake Michigan water. That resident said that there are at least 250 chemicals listed on the printout of Lake Michigan water. The resident also said that TCE was detected in traceable amounts in Lake Michigan water. Another resident was concerned about the quality of Lake Michigan water because "all you hear is that the beaches are closed."

Other residents were concerned about the quantity of Lake Michigan water. One resident said Lake Michigan water cannot keep up with the demand. Another asked what happens when Lake Michigan drops so low that residents would have to drill wells and go back to ground water as a source of water.

One resident was pleased to have Lake Michigan as their public water supply and another resident said "at least that is better than what we have now."

3.3.7 Property Values

A few were concerned about property values because of the contaminated ground water. A resident was concerned if they wanted to sell their house and the county says it is out of code. The resident said it could cost thousands of dollars to bring the house up to code. Another resident said a next door neighbor cannot sell their house because of the contaminated ground water.

3.3.8 Future Cleanup Activities

A few residents were concerned about future cleanup activities after the installation of municipal water was completed. Residents asked if the ground-water contamination will be cleaned up and if EPA will test for smokestack emissions and other contaminants.

4 HIGHLIGHTS OF THE COMMUNITY INVOLVEMENT PROGRAM

Community involvement objectives and activities have been developed to encourage public participation during upcoming activities at the site. EPA's community involvement program is intended to ensure that residents and interested officials are informed about activities taking place at the Ellsworth Industrial Park site and have opportunities to provide input during the cleanup process. To be effective, the community involvement program must be formulated according to the community's need for information, and its interest and willingness to participate in the process.

The following objectives have been developed as a guideline for the implementation of community involvement activities.

4.1 ENLIST THE SUPPORT AND PARTICIPATION OF LOCAL OFFICIALS AND COMMUNITY LEADERS

Inform and enlist the support and participation of local representatives and officials, including the officers of the Downers Grove Citizens Advisory Group and the Downers Grove village manager. Local officials' and community leaders' frequent contact with residents provides a direct line of communication in which questions and concerns may be addressed or referred to EPA. It is essential that local officials be informed of site activities, plans, findings and developments. Appropriate officials and community leaders to keep informed and involved include individuals listed in Appendix C of this plan.

4.2 IDENTIFY AND ASSESS CITIZEN PERCEPTION OF THE SITE

Information regarding citizen concern and perception of the site is indispensable. At this time, the areas of concern are: health, cleanup funding and activities, and the role and working relationship of EPA and state agencies. Understanding these concerns will help EPA focus its level of effort for community involvement at the site. Background information and the direction of local concern will determine those activities that best meet the community's needs.

4.3 PROVIDE FOLLOW-UP EXPLANATION ABOUT TECHNICAL ACTIVITIES AND CONTAMINANTS

Concise, easily understood, and timely information should be available to area residents concerning the schedule of technical activities, their purpose and their outcome. The community involvement staff should also attempt to identify special situations or concerns where more specialized information is desired by individuals or groups. Finally, to ensure that inquiries from the community are handled efficiently and consistently, EPA should continue to maintain a single point of contact.

4.4 INFORM THE COMMUNITY ABOUT THE PROCEDURES, POLICIES, AND REQUIREMENTS OF THE SUPERFUND PROGRAM

Some individuals interviewed regarding the Ellsworth Industrial Park site did not fully understand the Superfund program. To dispel possible confusion about EPA's purpose and responsibilities at the site, an effort should be made to circulate basic information to the community describing the Superfund process. EPA terms, acronyms, policies and procedures should also be explained as site activities progress.

As the cleanup progresses, it will also be worthwhile to evaluate the effectiveness of the community involvement activities in providing information to residents and encouraging citizen participation.

5 COMMUNITY INVOLVEMENT TECHNIQUES

The Superfund law requires that certain community involvement activities be conducted at designated milestones during the investigation and cleanup process. In addition, EPA Region 5 undertakes other activities to strengthen its communication with those affected by the Ellsworth Industrial Park site. A member of the EPA Region 5 community involvement staff has been designated to respond directly to media and public inquiries regarding site activities. Activities that will be conducted during the cleanup of the Ellsworth Industrial Park site are described below.

5.1 MAINTAIN CONTACT WITH LOCAL OFFICIALS AND COMMUNITY LEADERS

The process of community interviews has already established an initial communications link between the community and EPA. Furthermore, EPA has designated the community involvement coordinator for the site as a contact person (See Appendix C – EPA Representatives). Access to a contact person reduces the frustration that may accompany attempts to obtain information and communicate with the several agencies and organizations involved in the cleanup. The community involvement coordinator will continue to maintain contact with the appropriate local officials and community leaders to provide them the opportunity to address any issues that may arise during the cleanup at the site.

EPA will provide local officials and community leaders with periodic updates on site activities. Appropriate officials and community leaders to maintain contact with include: mayor, city council, city engineer, county environmental and health officials members, and local environmental and community groups. (The names, addresses and phone numbers of these individuals are listed in Appendix C of this *Community Involvement Plan*).

5.2 MAINTAIN CONTACT WITH AREA RESIDENTS

The background information that residents may provide about a site is valuable to EPA in planning the cleanup of the site. EPA will maintain a mailing list as one means of providing information to site-area residents and interested members of the general community. Residents can voice their concerns regarding the site directly to the designated EPA representatives listed in Appendix C of this *Community Involvement Plan*).

5.3 MAINTAIN AN INFORMATION REPOSITORY

Superfund requires the establishment of an information repository for any EPA cleanup site. An information repository is a designated location (usually a library or other public building), that houses a file of site-specific documents and general information about Superfund. A site file found in an information repository typically includes consent orders, work plans, technical reports, and copies of laws. An information repository facilitates public access to site-related information. EPA has established a repository for the Ellsworth Industrial Park site. Its location is listed below and in Appendix B of this plan. Many documents, plans and other finalized written materials generated during the investigation and cleanup have been placed in the repository. EPA will update the repository as needed.

The information repository for the Ellsworth Industrial Park site is available at:

Downers Grove Public Library
1050 Curtiss St.
Downers Grove, Ill.

5.4 PROVIDE SITE AND SUPERFUND INFORMATION ON THE INTERNET

Many of the persons interviewed have access to and are accustomed to using the Internet. Residents, local officials, and community leaders are receptive to the role of EPA in resolving problems at the Ellsworth Industrial Park site. The nature and extent of the investigation and cleanup process and the roles of the various participants in the process, such as the government agencies, the group of park businesses involved in the cleanup, contractors, and other personnel, should be explained.

Information on the Superfund process and the site will be provided on the EPA's Web site: www.epa.gov/region5sites. Click on Illinois and scroll through the list to find Ellsworth Industrial Park.

5.5 WRITE AND DISTRIBUTE NEWS RELEASES

Prepared statements will be released to the local newspaper, and radio and television stations to announce any significant findings. A list of area media is provided in Appendix C. Regular updates will continue to be provided to two local suburban newspapers, and the *Sun* and the *Reporter*,

and area television and radio stations. News releases are posted on EPA Region 5's Web site at: <http://www.epa.gov/region5/sites>.

5.6 PREPARE AND DISTRIBUTE FACT SHEETS AND UPDATE REPORTS

Fact sheets and update reports, written in non-technical language and produced to coincide with particular milestones are intended to provide the community with detailed information about the site. These will be placed in the information repository and sent to everyone on the site mailing list. In addition, other fact sheets or update reports may be developed to respond to specific community information needs. Information may also be placed on EPA Region 5's Web site at: www.epa.gov/region5/sites/. Residents indicated that past fact sheets have been of sufficient technical detail and content. EPA will produce fact sheets, in coordination with Illinois EPA, to keep the public informed about the site and activities.

5.7 HOLD PUBLIC MEETINGS

Meetings provide an opportunity for EPA to present specific information and a proposed course of action. These meetings are not necessarily formal public hearings. Instead, meetings are useful to exchange information and for people to express their concerns to EPA, state or local government officials. Such meetings should remain flexible to account for technical milestones and public interest. A list of potential locations for public meetings is provided in Appendix B.

5.8 PUBLISH ADVERTISEMENTS

Superfund requires that a notice and brief explanation of the proposed plan for cleanup be published in a local newspaper of general circulation, such as the *Sun* and the *Reporter*. An advertisement explaining the final cleanup plan will be published and the final decision document will be made available in the information repositories. An advertisement may also be placed if significant findings are made during the cleanup at the site or upon completion of the cleanup. Advertisements also will be published to announce all public meetings sponsored by EPA and if significant technical findings are made.

5.9 SOLICIT COMMENTS DURING A PUBLIC COMMENT PERIOD

Superfund requires that a minimum 30-day public comment period for the proposed plan be held after completion of the investigation and study of

the various potential cleanup alternatives. The purpose of the comment period is to enable all interested parties an opportunity to express their opinions about EPA's recommended alternative as well as all of the cleanup options considered and participate in the decision-making process for site cleanup. At this site, there may be more than one operable unit and, therefore, more than one proposed plan and public comment period.

5.10 PREPARE AND ISSUE A RESPONSIVENESS SUMMARY

All comments received during the public comment period will be addressed in a document called a responsiveness summary. This report is required by Superfund as part of the final decision document called a record of decision. The record of decision is a formal document that details the process by which the final cleanup action for the site was chosen. The record of decision will be placed in the site information repository.

5.11 ASSIST IN THE ACTIVITIES OF A COMMUNITY ADVISORY GROUP

The residents in the vicinity of the Ellsworth Industrial Park site have established a community advisory group. A community advisory group is made up of representatives of diverse community interests. Its purpose is to provide a public forum for community members to present and discuss their needs and concerns related to the Superfund decision-making process. Community advisory groups offer EPA a unique opportunity to hear – and respond to – community preferences for site cleanup activities. The existence of a community advisory group also does not eliminate the need for EPA to keep the general community informed about plans and decisions throughout the Superfund process. The community, with EPA's assistance, establishes a community advisory group for a Superfund site.

5.12 REVISE COMMUNITY INVOLVEMENT PLAN

Through the various means of communication and interaction previously listed, EPA will note changes in community concerns, information needs and activities, and modify this community involvement plan as necessary to respond to those changes.

5.13 PROGRAM EVALUATION

At key milestones during the cleanup, EPA Region 5 may evaluate the effectiveness of the community involvement program for the Ellsworth

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Industrial Park Areas site. Questionnaires or other evaluation tools may be designed to assess the effectiveness of public meetings, fact sheets and other activities in conveying information and encouraging citizen participation.

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6 TIME FRAME SUMMARY FOR COMMUNITY INVOLVEMENT ACTIVITIES

Figure 6-1
Time Frame for Community Involvement Activities

Activity	Time Frame
1. Maintain contact with local officials and community leaders	As needed
2. Maintain contact with area residents	As needed
3. Maintain an information repository	On going
4. Provide site and Superfund information on the Internet	Currently in operation
5. Write and distribute news releases	As needed
6. Prepare and distribute fact sheets and update reports	As needed and proposed plan
7. Hold public meetings	As needed and proposed plan
8. Publish newspaper advertisements	As needed and proposed plan
9. Solicit comments during a public comment period	As needed and proposed plan
10. Prepare and issue a responsiveness summary	As needed and following public comment period
11. Assist in the activities of a community advisory group	Currently in operation and as needed
12. <i>Revise Community Involvement Plan</i>	As needed, preceding remedial design
13. Program Evaluation	As needed

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Appendix A

Glossary

Community Involvement Plan

A CIP is plan that outlines specific community involvement activities that occur during an investigation and cleanup at the site. The CIP outlines how EPA will keep the public informed of work at the site and the ways in which residents can review and comment on decisions that may affect the final cleanup actions at the site. The document is available in the site's information repository maintained by EPA.

Kawasaki disease

The most common form of vasculitis (inflammation of a blood vessel) that primarily affects children. The disease produces irritation and inflammation of many tissues of the body, including the hands, feet, whites of the eyes, mouth, lips and throat. Kawasaki disease is also called mucocutaneous lymph node syndrome.

Maximum contaminant level (MCL)

An MCL is the highest level of a contaminant that EPA allows in drinking water. MCLs ensure that drinking water does not pose either a short-term or long-term health risk. EPA sets MCLs at levels that are economically and technologically feasible.

Parts per billion

Part per billion is a commonly used term of measurement meaning one part in a billion parts. For liquids, this is the approximate equivalent of one drop of water in a full Olympic-sized swimming pool. Because some chemicals are very toxic even at low concentration, parts per billion has become a standard of unit of measurement in industry and the environment.

Tetrachloroethylene (PCE)

Used in dry cleaning, metal degreasing, and manufacturing chemicals. It is a suspected human carcinogen. Chronic exposure may damage developing fetuses. Acute exposure irritates the skin, eyes, nose, mouth, and throat, damages the liver, kidneys, and lungs, and may cause dizziness, headache, confusion, difficulty in speaking and walking, irregular heartbeat, unconsciousness, pulmonary edema, and death.

Trichloroethylene (TCE)

Used as a solvent for degreasing and dry cleaning, and in printing inks, paints, lacquers, varnishes, and adhesives. It is a cancer-causing agent and a mutagen. Exposure can damage the liver, kidneys, and lungs.

Volatile organic chemicals

Organic chemicals all contain the element carbon; organic chemicals are the basic chemicals found in living things and in products derived from living things, such as coal, petroleum and refined petroleum products. Many of the organic chemicals we use do not occur in Nature, but were synthesized by chemists in laboratories. Volatile chemicals produce vapors readily; at room temperature and normal atmospheric pressure, vapors escape easily from volatile liquid chemicals. Volatile Organic chemicals include gasoline, industrial chemicals such as benzene, solvents such as toluene and xylene, and tetrachloroethylene (perchloroethylene, the principal dry cleaning solvent). Many volatile organic chemicals are also hazardous air pollutants; for example, benzene causes cancer.

APPENDIX B

INFORMATION REPOSITORY AND PUBLIC MEETING LOCATIONS

B.1 INFORMATION REPOSITORY

Downers Grove Public Library
1050 Curtiss St.
Downers Grove, Ill.

Contact: Bonnie Reid, Coordinator, Reference and Information Services Department
(630) 960-1200
Fax: (630) 960-9374

Library Hours:
Monday - Friday: 9 a.m. to 9 p.m.; Saturday: 9 a.m. to 5 p.m.; Sunday: 1 p.m. to 5 p.m.

B.2 PUBLIC MEETING FACILITIES

- **Recreation and Fitness Center**
4500 Belmont Rd.
Downers Grove, IL 60515

Contact: Jan Waters, Secretary
Phone: (630) 960-7250
Fax: (630) 960-7251

- **Downers Grove Public Works Building**
5101 Walnut Ave.
Downers Grove, IL 60515-4074

Contact: Kirsten Coulman
Phone: (630) 434-5460
Fax: (630) 434-5495
Internet: <http://www.downers.us/pubworks>

- **Downers Grove North High School**
4436 Main St.
Downers Grove, IL 60515

Contact: Main Office
Phone: (630) 795-8400
Fax: (630) 795-8417

- **Downers Grove South High School**
1436 Northfolk St.
Downers Grove, IL 60515

Contact: Karen Ktistou, Secretary to Associate Principal, Nancy Griesheim
Phone: (630) 795-8514
Fax: (630) 795-7193

APPENDIX C

LIST OF CONTACTS AND INTERESTED GROUPS

C.1 FEDERAL ELECTED OFFICIALS

Senator Richard J. Durbin
332 Dirksen Senate Office Building
Washington, DC 20510

(202) 224-2152
Fax: (202) 228-0400
E-mail: durbin.senate.gov

District Office:
Senator Richard J. Durbin
Kluczynski Building 38th Floor
230 S. Dearborn
Chicago, IL 60604

(312) 353-4952
Fax: (312) 353-0150

Senator Peter G. Fitzgerald
555 Dirksen Senate Office Building
Washington, DC 20510

(202) 224-2854
Fax: (202) 228-1372
E-mail: fitzgerald.senate.gov

District Office:
Senator Peter G. Fitzgerald
230 S. Dearborn, #3900
Chicago, IL 60604

(312) 886-3506
Fax: (312) 886-3514

Representative Judy Biggert
1213 Longworth House Office Building
Washington, DC 20515

(202) 225-3515
Fax: (202) 225-3515
E-mail: judybiggert.house.gov

District Office:
Representative Judy Biggert
115 W. 55 St., Suite 100
Clarendon Hills, IL 60514-1593

(630) 655-2052
Fax: 630-655-1061

C.2 STATE ELECTED OFFICIALS

Governor Rod Blagoyevich
Office of the Governor
207 State House
Springfield, IL 62706

(217) 782-0244
Fax: (217) 524-4049

Kirk W. Dillard
Illinois State Senator, District 24
119 State House
Springfield, IL 62706

(217) 782-8148
Fax: (217) 782-0650
E-mail: senator@kdillard.com

District Office:
Kirk W. Dillard
Illinois State Senator, District 24
1 S. Cass Ave., Suite 201
Westmont, IL 60559

(630) 969-0990
Fax: (630) 969-1007

Patricia R. "Patti" Bellock
Illinois State Representative, District 47
200-2N Stratton Building
Springfield, IL 62706

(217) 782-1448
Fax: (217) 782-2289
E-mail: rep@pbellock.com

District Office:
Patricia R. "Patti" Bellock
Illinois State Representative, District 47
1 S. Cass Ave., Suite 205
Westmont, IL 60559

(630) 852-8633
Fax: (630) 852-6530

C.3 LOCAL OFFICIALS

Charles B. Clarke, Supervisor
Rick Tarulis, Clerk

Lisle Township
4721 Indiana Ave.
Lisle, IL 60532

(630) 968-2087
Fax: (630) 968-3360

Riccardo F. Ginex
Village Manager
Village of Downers Grove
801 Burlington Ave.
Downers Grove, IL 60515-4776

Direct Phone: (630) 434-5525
General Phone: (630) 434-5500
Fax: (630) 434-5571
E-mail: rginex@vil.downers-grove.il.us

Brian Krajewski, Mayor
Marilyn Schnell, Council Member
Sue McConnell, Council Member
Martin Tully, Council Member
Mark Zabloudil, Council Member
Stan Urban, Council Member
Ron Sandack, Council Member

Village of Downers Grove
801 Burlington Ave.
Downers Grove, IL 60515-4776

(630) 434-5500
Fax: (630) 434-5571

David Barber (630) 434-5461
Director of Public Works Fax: (630) 434-5495
Village of Downers Grove E-mail: dbarber@downers.us
5101 Walnut Ave.
Downers Grove, IL 60515-4074

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Village of Downers Grove E-mail: mmillette@downers.us
5101 Walnut Ave.
Downers Grove, IL 60515-4074

Dave Bird (630) 434-5462
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Village of Downers Grove E-mail: dbird@downers.us
5101 Walnut Ave.
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Robert J. Schillerstrom (630) 682-7282
County Board Chairman Fax: (630) 682-7571
DuPage County E-mail: rschillerstrom@dupageco.org
Jack T. Kneupfer Administration Building
421 N. County Farm Rd.
Wheaton, IL 60187

DuPage County Board Members Representing Downers Grove:

Thomas F. Bennington, Jr. Home Phone: (630) 985-6160
DuPage County Board Member Home Fax: (630) 985-6162
1133 Timber Trails Rd. Work Phone: (312) 855-4317
Downers Grove, IL 60516 Work Fax: (312) 444-9027
E-mail: tbennington@dupageco.org

Kyle A. Gilgis Phone: (630) 969-3857
DuPage County Board Member Fax: (630) 353-0117
6501 S. Wells St. E-mail: kgilgis@dupageco.org
Downers Grove, IL 60516

Greg Wilcox (630) 407-6800
Chief Operating Officer Fax: (630) 407-6795
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DuPage County Health Department
111 N. County Farm Rd.
Wheaton, IL 60187

(630) 682-7400
Fax: (630) 462-9463
E-mail: Llewis@dupagehealth.org

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DuPage County Health Department
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6215 Woodward Ave.
Downers Grove, IL 60516

E-mail: questions@poisonwater.com

Ann Muniz
Past President, Community Advisory Group
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Downers Grove, IL 60516-1138

(630) 663-1275
E-mail: questions@poisonwater.com

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C.5 ILLINOIS STATE AGENCY REPRESENTATIVES

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Illinois Attorney General's Office
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Chicago, IL 60601

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Fax: (312) 814-2347

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C.6 NEWSPAPER

Reporter Progress (630) 969-0188
922 Warren Ave. Fax: (630) 969-0028
Downers Grove, IL 60515

Sun Publications (630) 355-0063
P.O. Box 269 Fax: (630) 416-5163
Naperville, IL 60566

Chicago Sun-Times (312) 321-3000
401 N. Wabash Ave. Fax: (312) 321-3084
Chicago, IL 60611

Chicago Tribune (312) 222-3232
435 N. Michigan Ave. Fax: (312) 222-0236
Chicago, IL 60611

C.7 TELEVISION STATIONS

WBBM (CBS-Channel 2) (312) 944-6000
630 N. McClurg Ct. Fax: (312) 202-3878
Chicago, IL 60611

WCIU (Independent-Channel 26) (312) 705-2600
26 N. Halsted St. Fax: (312) 705-2656
Chicago, IL 60661

WFBT (Independent-Channel 19) (312) 705-2623
26 N. Halsted St. Fax: (312) 705-2620
Chicago, IL 60661

WFLD (Fox-Channel 32) (312) 565-5532
205 N. Michigan Ave. Fax: (312) 819-1332
Chicago, IL 60601

WGN (Warner Bros.-Channel 9) (773) 528-2311
2501 W. Bradley Pl. Fax: (773) 528-6050
Chicago, IL 60618

WLS (ABC-Channel 7) (312) 750-7777
190 N. State St. Fax: (312) 899-8019
Chicago, IL 60601

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WMAQ (NBC-Channel 5) 454 N. Columbus Dr. Chicago, IL 60611	(312) 836-5555 Fax: (312) 527-5925
WPWR (UPN-Channel 50) 2151 N. Elston Ave. Chicago, IL 60614	(773) 276-5050 Fax: (773) 276-6477
WSNS (Hispanic-Channel 44) 454 N. Columbus Dr., 5 th Floor Chicago, IL 60622	(312) 836-3000 Fax: (312) 836-3232
WTTW (PBS-Channel 11) 5400 N. Saint Louis Ave. Chicago, IL 60625	(773) 583-5000 Fax: (773) 509-5304
WYCC (PBS-Channel 20) 7500 S. Pulaski Rd. Chicago, IL 60652	(773) 838-7878 Fax: (773) 581-2071

C.8 SUBURBAN RADIO STATIONS

WBIG-AM (News/Talk-1280) 620 N. Eola Rd. Aurora, IL 60504	(630) 851-5200 Fax: (630) 851-5286
WKKD-AM/WERV-FM (News/Contemporary Hits-1580/95.9) 1884 Plain Ave. Aurora, IL 60504	(630) 898-1580 Fax: (630) 898-2463
WLEY-FM (Hispanic-107.9) 150 N. Michigan Ave., #1040 Chicago, IL 60601	(312) 920-9500 Fax: (312) 920-9515
WJJG-AM (News/Talk/Adult Contemporary-1530) 5629 Saint Charles Rd., #208 Berkeley, IL 60163	(708) 493-1530 Fax: (708) 493-1537
WRSE-FM (Educational/College088.7) Elmhurst College 190 S. Prospect Ave. Elmhurst, IL 60126	(630) 617-3729 Fax: (630) 617-3313

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WDCB-FM (Educational/College/Jazz-90.9) (630) 942-4200
College of DuPage County Fax: (630) 942-2788
425 Fawell Blvd.
Glen Ellyn, IL 60137

WONC-FM (Educational/College/Rock-89.1) (630) 637-8989
North Central College Fax: (630) 637-5900
P.O. Box 3063
Naperville, IL 60566

WETN-FM (Educational/College-88.1) (630) 752-5074
Wheaton College Fax: (630) 752-5286
501 College Ave.
Wheaton, IL 60187

APPENDIX D

COMMUNITY INTERVIEW QUESTIONS

1. When did you first become aware of the contamination from the Ellsworth Industrial Park?
 2. Did you know about the contamination at the Ellsworth Industrial Park before Illinois EPA became involved? If yes, when was that? What did you understand the contamination to be at that time?
 3. What do you know about the contamination and/or the investigation at the Ellsworth Industrial Park?
 4. What concerns do you have regarding the contamination at or from the Ellsworth Industrial Park? (For example, health, drinking water standards, property values, contamination, environment, timing and cost, etc.)
-

For Officials:

5. Has anyone contacted you regarding any problems associated with the contamination at or from the Ellsworth Industrial Park? If so, were you able to help them? Did you refer them to someone else? If so, whom?
 6. Who do you think people would most likely call regarding their concerns about the contamination at or from the Ellsworth Industrial Park?
-

For Residents and Officials:

7. Have you called anyone regarding any problems associated with the contamination at or from the Ellsworth Industrial Park? If so, whom did you call? Did they refer you to someone else? If so, to whom?
8. Who would you most likely call regarding your concerns about the contamination at or from the Ellsworth Industrial Park?
9. How do you perceive U.S. EPA? Illinois EPA? Your local environmental regulatory agencies?

10. What persons, agencies, or organizations do you think are most credible when it comes to environmental concerns?
11. How or where have you received most of your information about environmental problems in the area?
12. Do you recall ever having received any Illinois EPA or U.S. EPA fact sheets or updates? If so, were they understandable? Did the fact sheet or update give you the information you wanted or needed? If not, what was lacking?
13. How can U.S. EPA best provide you with information concerning the environmental activities at Ellsworth Industrial Park? (For example: fact sheet/update mailings, public meetings, public notices [newspaper advertisements], press releases, etc.)
14. How frequently do you want to receive information?
15. What radio/TV stations and newspapers do you listen to, watch, and read?
16. Do you or would you use the Internet to learn more about the Ellsworth Industrial Park from U.S. EPA Web sites?
17. How would you describe the media coverage of the contamination and environmental activities at the Ellsworth Industrial Park? (Light? Medium? Heavy? Accuracy?)
18. In general, how would you rank local interest in the contamination and environmental activities at the Ellsworth Industrial Park?
19. Is there anyone else to include on the mailing list?
20. Would you go to the public library to look at information about the contamination and environmental activities at the Ellsworth Industrial Park?